

CTO Development: Tools for the Trainer

110 Min. - Telecourse DVD (New)
May 2005*

POST Course Control Number: **xxxx-30001-xx016**
Telecourse Module Number: 05-05
DVD Shipping Date: 05/16/05
Reference Guide: Yes (online; see note at right)

* This is a new Telecourse program produced and labeled in late 2003 but distributed for the first time in May 2005.

The Communications Training Officer (CTO) is in the key position to ensure that each prospective public safety dispatcher is capable of performing job-related duties with skill, efficiency, professionalism, and pride. For the CTO, the process involves not only imparting basic facts, protocols, policies and procedures, but also constantly serving as a role model for the profession. The CTO must demonstrate skill as a mentor and coach to build confidence in the trainee, while also exhibiting honesty and integrity to give fair and complete evaluations that guide the trainee's progress.

The program is divided into three distinct segments highlighting the CTO as 1) a role model, 2) a trainer and coach, and 3) an evaluator. The primary target audience for this program is CTOs who are new to the job, experienced CTOs looking for new ideas, and managers or supervisors within a communication center. (Produced in 2003)

The Telecourse DVD offers three viewing options:

1. Play Telecourse in its entirety (110 min.)

2. Select among four Telecourse segments:

- Introduction (7 min.)
- The CTO as Role Model (25 min.)
- The CTO as Trainer and Coach (30 min.)
- The CTO as Evaluator (47 min.)

3. Select among eight Interaction segments:

- Going Down in Flames (2 min.)
- Friendly Versus Being a Friend (4 min.)
- Role Model Key Points (2 min.)
- Trainer and Coach (4 min.)
- Trainer and Coach Key Points (1 min.)
- Evaluator (3 min.)
- Taking Corrective Action (5 min.)
- Evaluator Key Points (2 min.)

A companion Telecourse reference guide is available online at the POST website: www.post.ca.gov/training/cptn/ref_guides.asp

More Information

Distribution and Ordering

DVDs are automatically direct-mailed to all POST-Certified Telecourse Presenters and Basic Academies in the California POST Program. DVD programs cannot be duplicated. Multiple copies of CPTN materials are available via automated direct-mail to eligible agencies with multiple training sites. See POST Bulletins #03-03 and #03-13 at www.post.ca.gov/bulletin/bulletins.asp for more information about DVD distribution/eligibility.

Visit the CPTN website at www.post.ca.gov/training/cptn for complete CPTN information, video listings, and to order videos. Other questions not answered online may be directed to the POST Training Program Services Bureau at 916.227.3913, or send email to cptn@post.ca.gov.

Telecourse CPT Credit

This month's Telecourse(s) and most previous Telecourses are eligible for continuing professional training (CPT) credit if facilitated by a POST-Certified Telecourse Presenter. Certified Presenters of POST Advanced Officer Courses or Skills and Knowledge Modular training courses may also use the Telecourses as part of those courses. POST-Certified Telecourse Presenters seeking CPT credit for trainees must document Telecourse attendance on POST Course Roster (Form 2-111). Note that course control numbers are different for Telecourses on DVD. For detailed instructions on completion of the Telecourse Course Roster, visit www.post.ca.gov/training/cptn/credit.asp. Call the POST Training Delivery Bureau at 916.227.4863 for more information about Telecourse CPT credit.

Monthly DVD Mailing List

To determine if your agency is listed as a Certified Telecourse Presenter or POST Basic Academy and on the DVD distribution list— or to obtain more information about Telecourse certification— visit POST online at www.post.ca.gov/training/cptn/credit.asp. If your agency is not listed and you wish to register as a Certified Telecourse Presenter with POST, follow the website instructions or contact the Training Delivery Bureau at 916.227.4863.

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PROGRAM GUIDE

Future CPTN Programs

CTO Development: Tools for the Trainer

May 2005 - Telecourse DVD (New)

Fear and Anger:

Mastering the Hidden Enemy

June 2005 - Telecourse DVD (New)

Case Law Today

June 2005 - Quarterly DVD (April-May-June 2005)

Domestic Violence Update

July 2005 - Telecourse DVD (New)

Workplace Harassment

August 2005 - Telecourse DVD (New)

Terrorism Intelligence Update

September 2005 - Telecourse DVD (New)

Terrorism: Suicide Bombing

October 2005 - Telecourse DVD (New)

CPTN Program Guide information is subject to change.